,,Customer Feedback Report

Number of patients: 99

Number of patients responded: 72

Response rate: 72.73%

**Center Details**

Center Name: Civil Hospital Jind

Score: 2.87

Remarks: Average

**Staff Details**

Operations Manager: Kahkashan Naaz

Center Manager: Pankaj Saini/Shubham Gautam

Doctor: Abhishek

Senior Technicians: Savita ,Tinu,Parveen

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Average | 2.96 |
| 2 | Cleanliness | Average | 2.86 |
| 3 | Staff Behavior | Average | 2.79 |
| 4 | Procedure Explained | Very Good | 4.30 |
| 5 | Dialysis started on time | Very Good | 4.16 |
| 6 | Dialysis received for 4 hours | Very Good | 4.44 |

* Score table is defined in table below :

|  |  |
| --- | --- |
| **Score** | **Remarks** |
| 5 | Excellent |
| 4 | Very Good |
| 3 | Satisfactory |
| 2 | Average |
| 1 | Poor |